



DESCRIPTION	AMOUNT ALLOCATED	AMOUNT DISBURSED
GBV1: Supporting the GBV response	*R19 737 776	*R19 737 776

**Adjusted from R17 000 000 after the revised Communications Plan was presented and approved.*

01

DESCRIPTION OF THE INTERVENTION

'Gender-Based Violence 1' was designed to be a rapid, targeted response to the increase in gender-based violence (GBV), a scourge that has been exacerbated by the COVID-19 lockdown. This response was designed to provide support and aid to existing organisations with proven reach and the ability to have impact, but which were struggling to deal with the rise in cases of GBV. The initiative also focused on educating the beneficiary organisations, as well as the women and children affected by GBV, about how and where they could find help.

02

RATIONALE FOR THE INTERVENTION

Before the advent of COVID-19, South Africa was already battling an epidemic of gender-based violence (GBV). Levels of GBV were already high, but worsened during lockdown. According to Police Minister Bheki Cele, the South African Police Service received over 2 300 GBV-related calls between 27 and 31 March 2020. Data-free messages received by the GBV Command Centre increased more than tenfold, and SMSes streamed in at twice the average daily rate. From the beginning of lockdown to 22 April, the centre had received 12 702 calls.

At a time when women and children needed it most, help was difficult to access. GBV call-centres struggled to keep up with the volume of reported incidents. The plight of the victims was compounded by logistical difficulties in finding help during lockdown, which also forced many victims to stay in the company of aggressors.

Given the surge in reported GBV cases and the mandate of the Fund to aid and support the most vulnerable in society, responding to GBV was identified as a critical area of need under the Fund's humanitarian work stream.

The aim of the first GBV intervention was to identify programmes and NGOs with existing capabilities to fight this scourge, and to augment and support their activities. This would enable a rapid, targeted and effective response. A budget of R17 million was approved and allocated to specific national interventions to meet the urgent needs of key population groups at risk of increased GBV during the pandemic.

In early May, the Bill & Melinda Gates Foundation approached Global Health Strategies (GHS) to conduct a rapid assessment. The assessment had the following objectives:

- To establish whether cases of GBV had indeed risen during South Africa's lockdown;
- To identify key organisations involved in GBV prevention and response efforts; and
- To recommend potential investment opportunities for the Fund.

The Foundation then connected GHS with the Solidarity Fund to share the findings.

Desk research was undertaken to generate insights into the challenges and to provide recommendations on potential areas of investment. This involved reviewing literature and media reports available in the public domain. Next, key individuals working on GBV initiatives were identified and semi-structured stakeholder interviews were conducted. This assisted GHS in validating the research hypothesis. This step also generated additional insights on catalytic interventions that the Fund could support.

Following the submission of the rapid assessment report, GHS conducted a cost assessment of the potential opportunities. An investment proposal, operational plan and a detailed budget were developed and presented to the Fund's executive committee (ExCo) to facilitate the disbursement of funding.

Three initiatives were shortlisted as investment opportunities, and GHS was asked to conduct a cost assessment of these initiatives. This involved engaging with potential beneficiary organisations to ascertain their funding needs; major cost drivers – and unit costs for each of these drivers; and other relevant details.

Once the budgets were signed off by the Fund, GHS prepared a detailed operational and costing plan for approval by the Technical Advisory Committee and ExCo to guide the implementation of project activities.

Identifying the opportunities

Given the urgency of the situation, it was imperative for the Fund's response to be immediate and meaningful. Tragically, the number of opportunities identified to support the fight against GBV dwarfed the resources available to the Fund.

Potential interventions were assessed according to their ability to give women and children continued access to critical GBV services. Ultimately, three opportunities were identified for the Fund to build on and support existing GBV relief efforts.

Opportunity 1: Help scale up the national GBV Command Centre helpline.	Opportunity 2: Support existing victim shelters and Thuthuzela Care Centres to increase access to safe spaces and GBV services.	Opportunity 3: Fund communications efforts to provide critical information to GBV victims.
Rationale: Some influential stakeholders stated that the helpline call centre was not sufficiently staffed, which resulted in many victims' calls for help and counsel going unanswered, allowing for further abuse to take place.	Rationale: The rise in GBV cases during COVID-19 resulted in shelters facing a shortage of the personal protective equipment (PPE) needed to facilitate their service of responding to rape victims. In addition, the shelters faced an increase in food and electricity costs during lockdown.	Rationale: Many GBV victims don't know where to find help. There is also a shortage of resources where GBV victims can obtain accurate information on services and counselling. This challenge was amplified during lockdown, with many victims confined to their homes in the presence of their abusers, and left without access to people or resources that could help them.

BENEFICIARY ORGANISATIONS

The final beneficiaries were selected based on the stakeholder interviews that had taken place during the rapid assessment process. Lockdown had severely restricted the movement of victims and, therefore, their access to GBV services. As such, many stakeholders felt that the capacity of the national GBV Command Centre helpline could be improved, and that shelter and access to services should be strengthened for victims of GBV.

Providing social workers with personal protective equipment (PPE) was also identified as a critical need in enabling them to continue their important work.



National Shelter Movement of South Africa (NSMSA)

The NSMSA, a non-profit organisation, was established in 2008. Its secretariat is housed at the Nisaa Institute for Women's Development. With 78 member shelters across nine provinces, NSMSA provided information and access to shelter services for GBV victims during lockdown. NSMSA also formulated a GBV safety plan, which gave survivors clear guidance on how to get themselves, and their children, to a safe environment following an incident of GBV.



The Gender-Based Violence Command Centre (GBVCC)

The GBVCC operates under the Department of Social Development and operates a national, 24/7 call-centre. This facility is staffed by social workers, who are responsible for taking and referring calls. The centre is able to refer calls directly to SAPS (10111) and field social workers who respond to GBV incidents. The centre employs 48 social work agents, eight social work supervisors, four quality assurers and a centre manager.



Thuthuzela Care Centres (TCCs)

Thuthuzela Care Centres (TCCs) are a one-stop facility for victims of sexual violence. There are 55 such centres across South Africa's nine provinces. The TCCs were founded as a critical part of South Africa's anti-rape strategy, with the aim to reduce secondary victimisation, improve conviction rates and reduce the time it takes for cases to be finalised. The Thuthuzela project is led by the National Prosecuting Authority's (NPA's) Sexual Offences and Community Affairs (SOCA) Unit, in partnership with other departments and donors. This collaboration is a response to the urgent need for an integrated strategy for prevention, response and support for rape victims. Since its establishment, the SOCA Unit has been working to develop best practices and policies to eradicate the victimisation of women and children and improve prosecution – particularly in the areas of sexual offences, maintenance, child justice and domestic violence. TCCs have been active during the COVID-19 lockdown.

COMMITMENTS, DISBURSEMENTS AND THEIR IMPACT

BREAKDOWN OF APPROVED FUNDING

BENEFICIARY/SERVICE	SPEND
National Shelter Movement	R7 695 519
Thuthuzela Care Centres	R2 451 616
GBV Command Centre	R4 852 825
Black Circle Communications	R4 034 572
NSMSA re-allocation/top-up	R705 200
TOTAL	R19 737 776

NATIONAL SHELTER MOVEMENT SOUTH AFRICA (NSMSA) UPDATE



Objective

Supporting existing victim shelters under the NSMSA to increase access to safe spaces and GBV services.



The need

During lockdown – when it was critical for vulnerable women and children to access help – the NSMSA found it difficult to meet operating costs. The shelters experienced a shortage in personnel and physical space, and faced additional pressures – including increased costs related to food, electricity and other overheads. This was worsened by an urgent need for medical supplies and PPE to mitigate the risk of COVID-19 transmission.



The solution

ACTIVITIES	PREDICTED OUTCOMES
Providing funding to procure and distribute critical PPE (such as masks, gloves and hand sanitiser) for 78 NSMSA shelters from June 2020 to March 2021.	Improved capacity and ability of shelters to meet the safe shelter needs of GBV victims during COVID-19.
Providing NSMSA with funding to pay for critical medical services for shelters during lockdown.	Improved capacity to accommodate shelter and quarantine needs of GBV victims, including those suspected to have COVID-19.
Providing transport for victims at the shelters to access critical medical services related to COVID-19 during the lockdown.	

Project to run until end of March 2021



Execution partners

The NSMSA requested that they procure their own PPE. Accordingly, funds were allocated and disbursed in order for them to do that. The result was a smooth process that was executed relatively easily and quickly.



Summary of commitments and disbursements

ALLOCATED	DISBURSED
R7 695 519	R7 600 000*

*Due to an error in contracting, the original allocated amount of R7 695 519 was not disbursed. This was rectified when the re-allocation amount was issued to NSMSA, and the non-disbursed amount was added to the saving of R705 000.

The NSMSA has procured and distributed 8 789 units of PPE across its 78 shelters to date; provided PPE to 839 people; purchased and distributed 250 units of essential medical supplies; conducted 53 private COVID-19 tests and provided safe transport for 647 people.

Qualitative report back – as at 8 February 2021

ITEM	TOTAL OF THIS REPORTING PERIOD	CUMULATIVE TOTAL
# Units PPE purchased	145	30 777
# Units PPE distributed	6 122	30 777
# People provided with PPE	1 202	1 202
# Essential medical equipment/supplies purchased	4 400	4 760
# Essential medical equipment/supplies distributed	4 400	4 760
Contribution (in ZAR) towards non-COVID medical expenses	R9 263,32	R238 906,14
# Private COVID-19 tests conducted	0	55
# People benefiting directly from contribution to non-COVID medical expenses	1 346	1 346
# People benefiting directly from safe transport	881	881

The NSMSA provides a fortnightly report to the Solidarity Fund

NSMSA top-up

The NSMSA approached the Fund with a proposal for additional assistance to the shelters that remained underfunded. These additional funds would be used towards additional PPE and testing supplies, other medical expenses and safe transport. The proposal was evaluated by the Fund and an additional R705 200 was allocated. These funds became available as a result of savings from Black Circle Communications, who provided their services pro bono.

A budget was drawn up by the NSMSA and approved by the Solidarity Fund. Subsequently, the additional funds were allocated to meet clear and specified requirements. These funds were disbursed to the NSMSA on 5 November 2020.

ADDITIONAL FUNDING FOR THE NSMSA

NSMSA budget

ALLOCATION	UNITS	UNIT COST	TOTAL
Emergency funding for 78 shelters	78	R6 382,54	R497 838
Train-the-trainer for shelters: 156 social workers in shelters	156	R1 800	R280 800
IT upgrade	1	R22 112	R22 112
Total			R800 750*

**Budget includes reallocated amount plus additional non-disbursed amount.*

Emergency funding

The initial amount allocated to each shelter was R 9 100. With the new budget, an additional amount of R6 382.54 will be distributed to each shelter. Divided over the remaining three months of the Fund's commitment, this means that R2 127,51 will be added to the original total for each shelter during the months of February, March and April 2021.

Train-the-trainers

Some 156 of the shelters' social workers will undergo trauma debrief training, which will enable them to train other staff members to manage trauma. This will include six three-hour sessions via Zoom (two per week for three weeks) at R150 per person per session; for a total of R900 per person. The training will be conducted from 2 March 2021 until 30 June 2021.

Topics will cover practice and principles for trauma counselling:

- Session 1: Reflection and skills required in trauma counselling in the time of COVID-19
- Session 2: Supportive and crisis intervention – principles and guidelines amid the pandemic
- Session 3: Trauma debriefing (I) – the process, phases and steps
- Session 4: Trauma debriefing (II) – the recovery process
- Session 5: Case presentations
- Session 6: Reflection and ethical considerations

IT upgrade

Previously, the NSMSA's email accounts and servers were set up on a very basic level. Mail accounts operated separately and there was no capacity for cloud storage. This limited efficiency, productivity and effectiveness. To ensure speedy responses to shelters and the Solidarity Fund administrators, a full upgrade of the IT system was required. The update has been completed.

Feedback from individual shelters



"The contribution is wonderful. We are very grateful for the assistance with PPE, medical and transport costs. These are expensive but important items for which we previously lacked the funding."

"PPE received are used to ensure that the shelter – and the entire organisation – remains clean and disinfected, reducing the possibility of COVID-19 transmission and other germs that may cause illness. This is important, as there are small children in the shelter who must be able to play in a safe environment. The PPE received are also very helpful to both the staff and the clients as they help in ensuring that they protect themselves against COVID-19. Thank you for giving LifeLine Vaal Shelter the resources to offer our communities a service we can be proud of."

GBV COMMAND CENTRE UPDATE



Objective

Assistance to scale up the national GBV Command Centre (GBVCC) helpline.



The need

The increase in GBV during the COVID-19 lockdown necessitated an urgent expansion of the services of the GBVCC. This need is evidenced by the escalation of calls received by the GBVCC during lockdown.

GBVCC call statistics (provided by Vodacom)

DATE	TELEPHONE CALLS RECEIVED	USSDS RECEIVED	SMSSES RECEIVED	TOTAL	TOTAL GBV RELATED
01 January – 26 March 2020	13 591	2 866	968	17 425	393 (2.25%)
27 March – 21 Sept. 2020	106 225	9 284	13 190	128 699	3 860 (2.99%)

As the table reflects, the national lockdown – which came into effect on 26 March – resulted in an alarming increase in the number of calls and messages related to GBV.

It is important to note that the Command Centre receives calls that cover a variety of concerns, including depression, SASSA grants and food parcels. Although the percentage of GBV-related calls received in relation to other issues increased only marginally (from 2,25% to 2,99%), the absolute number of calls received increased drastically.

To illustrate the depth of the problem, in 2019, the GBVCC received a total of 87 092 calls. In 2020, it received 104 155 calls.



The solution

ACTIVITIES	PREDICTED OUTCOMES
To capacitate newly appointed staff to render services at the GBVCC, and to capacitate an additional cohort of newly appointed social workers to render GBV services in support of the GBVCC in selected provinces.	Additional trained social workers and supervisors will result in improved response and service to the communities the GBVCC serves. Calls will be taken timeously, fewer will be dropped and more victims will receive the help they need.
Provide funding towards the compensation and training of 10 social worker supervisors and training of 40 existing social workers.	Improved human resources will also make the increase in callers easier to manage, giving staff time to recover and lessening the emotional burden on them. This, in turn, will improve their ability to give callers the advice and support that they need.
Provide funding for furniture and technical equipment (including data) needed by GBVCC personnel and frontline social workers at the new GBVCC, established at Salvokop, Pretoria.	With appropriate furniture and technical equipment, the additional personnel will have the means to offer the requisite assistance to women and children affected by GBV.

Project to run until the end of March 2021



Execution partner

After a thorough selection process, the National Institute Community Development and Management (NICDAM) was chosen as the Fund's execution partner.

During the selection process, the Department of Social Development (DSD) was approached to share a list of NPOs with whom they had an existing working relationship. This was done to ensure that the appointee would already be familiar with the processes and challenges involved in working with government. Facilitated by a memorandum of understanding, two NPOs – namely Lifeline and NICDAM – were approached to apply for the contracts. They were required to provide supporting documents to the Fund for vetting purposes.

The providers were assessed according to the strengths of their company profile (40% weighting), the quality of proposal (40% weighting), and associated costs and resourcing towards the project (20% weighting).

NICDAM is an educational development trust that operates as a social enterprise and offers tailored training, social research, and health and social-development interventions. NICDAM is a well-known continuing professional development (CPD) training provider for social workers, and has a clear understanding of the skills development needs of the DSD's social-worker sector.

NICDAM is registered as an NPO with the DSD; as an educational trust with the Master of the High Court; is a SAQA-accredited training provider; a public benefit organisation and a member of Proudly South African. NICDAM has BBBEE level 1 certification.

Summary of commitments and disbursements

ALLOCATED	DISBURSED
R4 852 825	R4 852 825

SCOPE OF WORK AGREED ON AND COMPLETED

Appointment and management of 10 social worker supervisors

NICDAM consulted with the SA Council for Social Services Professions (SACSSP) and the DSD to recruit and select suitable candidates. After reaching out to the databases of unemployed social workers of both NICDAM and the DSD, 62 applications were received. Following a joint evaluation process between NICDAM management and the GBV director of the DSD, as well as virtual interviews, 10 suitable candidates were shortlisted.

On completion of a two-day orientation session, the social worker supervisors were hired and employment contracts were executed. They were subsequently enrolled in a 10-day training programme. Topics included in-depth GBV trauma management and debriefing, as well as practical, hands-on training in the GBVCC itself.

Once construction of the new GBVCC was completed, the supervisors were posted to the GBVCC in teams. Workplace arrangements and supervision followed a monthly monitoring and reporting process, as had been agreed to with GBVCC management. Monthly attendance registers and timesheets were put in place to track and monitor performance.

The training took place between October and early December 2020 for the sum of R500 000, as had been contractually stipulated.



Supervisor training participants discussing group activity.



Supervisor participants take part in role-play activity: trauma debriefing.

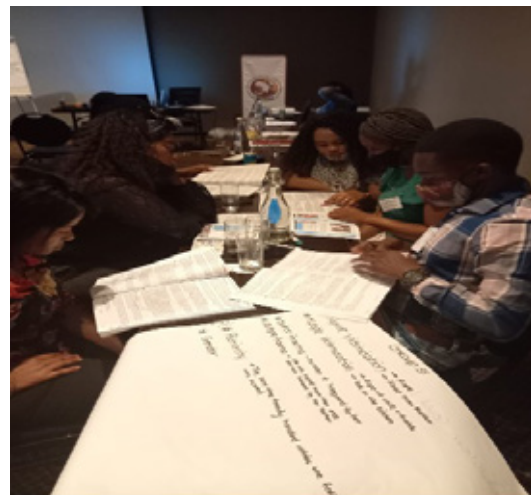
Capacity building of 40 GBV social workers

NICDAM was appointed to conduct the capacity development of 40 newly appointed DSD provincial social workers who had been selected to work in GBV across the different provinces. The DSD sent a formal request to all provinces to nominate newly appointed social workers for this training.

Three provinces responded with requests for training, namely Gauteng, KwaZulu-Natal and Mpumalanga.

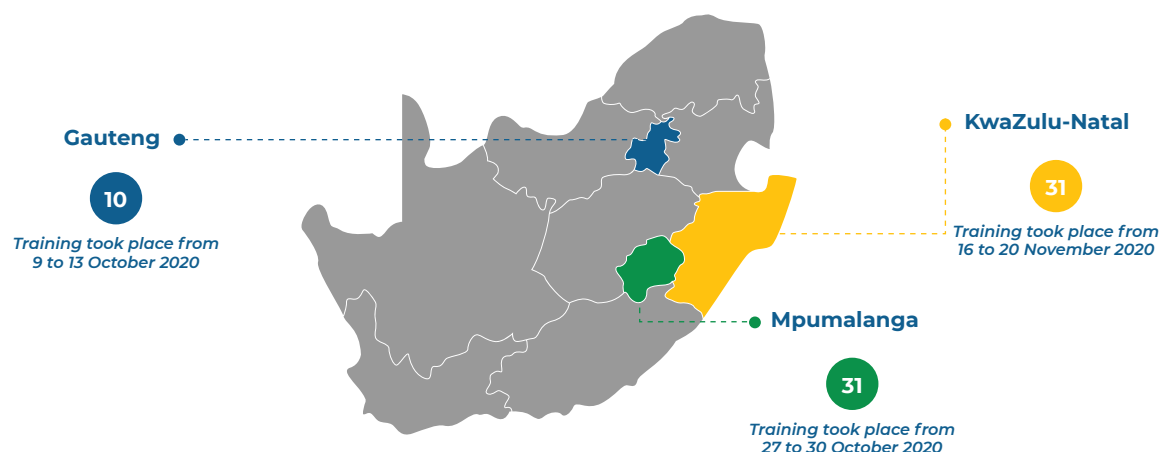


Supervisors undergo trauma-management training.



Participants discuss a case study.

Number of social workers trained per province



A total of 72 GBV social workers were trained before the launch of the newly built GBVCC on 27 November 2020. Subjects covered included: code of ethics; understanding GBV trauma; trauma-management methodology; creating a caring environment; and planning and implementing public education and advocacy campaigns. The theoretical component was complemented by practical group-work activities and case studies.

The training of the social workers took place between October and November 2020 at a cost of R500 000, as had been stipulated contractually.

Construction of the new GBVCC at Salvokop

A formal procurement process was followed and quotations were invited from three different service providers. AMP Projects was appointed, as it was already registered on the government database and complied with government requirements. Their quotation was also the only one that fell within the allocated budget. The appointment was done in conjunction with the director of the Victim Empowerment Programme from the DSD.

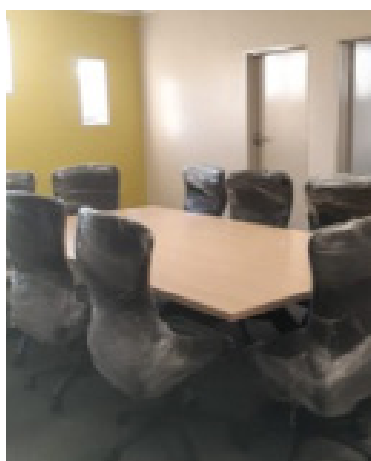
A schedule of activities was agreed upon, as well as a schedule of tranche payments linked to the successful completion of deliverables.

Construction started in the first week of September 2020 and was completed and signed off by the DSD during a joint inspection conducted by the management of the GBVCC and various DSD units. During construction, challenges were encountered with sub-standard ceilings that had been installed by a previous contractor. The appointed contractor, however, managed to correct these elements within the approved budget and agreed timeframe.

The GBVCC was formally opened by the Minister of Social Development and other ministers at a launch event on 27 November 2020.



New call centre, equipped to handle increased number of calls.



New GBVCC boardroom.



GBVCC waiting area.

AMP Projects' invoice for GBVCC construction work delivered to NICDAM 20/9/2020
TRANCHE 1

DESCRIPTION	QUANTITY	UNIT PRICE	AMOUNT
Project-management fee and design fees	78	R6 382,54	R497 838
Main gate signage	1	R12 500,00	R12 500,00
Outside main reception site clearing for launch	1	R3 500,00	R3 500,00
Sub-total			R95 007,19
15% VAT			R14 251,08
Total			R109 258,27

AMP Projects' invoice for GBVCC construction work delivered to NICDAM 30/9/2020
TRANCHE 2

DESCRIPTION	QUANTITY	UNIT PRICE	AMOUNT
2 700 mm high partitioning	38 lm	R850,00	R32 300,00
New partitioning painting: primer and two coats finish	300 sqm	R110,00	R33 000,00
Supply and installation of plug points at call centre work stations	30	R950,00	R28 500,00
Supply and installation of DATA points at call centre work stations	30	R1 050,00	R31 500,00
Sub-total			R179 900,00
15% VAT			R26 985,00
Total			R206 885,00

AMP Projects' invoice for GBVCC construction work delivered to NICDAM 9/10/2020
TRANCHE 3

DESCRIPTION	QUANTITY	UNIT PRICE	AMOUNT
Maxima system workstations: 40 x 40 mm extrusions and summer melamine panels	1	R185 777,65	R185 777,65
32 mm CNC cut tops	1	R30 971,20	R30 971,20
Polished-edge glass panels on top work stations	1	R33 850,00	R33 850,00
Dedicated UPS system for the call centre	1	R78 550,00	R78 550,00
1 x 5 kva MPPT inverter, 4 x 200 Ah Gel deep cycle batteries, 8 x 400 Watts panel, 1 x isolator box (with surge protection, earth leakage and isolators, 2 x DC isolator switch, 1 x mains in isolator			
Sub-total			R329 148,85
15% VAT			R49 372,33
Total			R378 521,18

AMP Projects' invoice for GBVCC construction work delivered to NICDAM 6/11/2020
BALANCE

DESCRIPTION	QUANTITY	UNIT PRICE	AMOUNT
Re-upholstering of existing high-back chairs to black fabric	30	R450,00	R13 500,00
Ceiling acoustic panels one per work station	30	R12 300,00	R12 300,00
Call centre office desk and campus office desks: Straight Euro 2 000 mm desk	3	R9 550,00	R28 650,00
T800 High-back chairs with arms and split frame	3	R2 328,00	R6 984,00
Reception area			
1 400 mm counter in summer oak melamine	1	R15 750,00	R15 750,00
T800 – High-back chairs with arms and split frame	1	R2 328,00	R2 328,00
Luna waiting area chairs	6	R950,00	R5 700,00
Coffee table	1	R4 500,00	R4 500,00
815 mm aluminium single glass door	3	R4 100,00	R12 300,00
Supply and waiting area wallpaper	12 sqm	R710,00	R8 520,00
Reception waiting area Hisense LED screen and staff pause area	2	R10 500,00	R21 000,00
1 200 x 600 mm suspended screw signage	2	R2 550,00	R5 100,00
800 x 800 mm suspended screw signage	2	R1 500,00	R3 000,00
Boardroom			
3 200 x 1 200 mm boardroom table in melamine	1	R17 500,00	R17 500,00
T800 – High-back chairs with arms and split frame	12	R2 328,00	R27 936,00
1 800 mm matching server unit	1	R8 900,00	R8 900,00
Infrastructure services			
Repositioning of patch panel to control room	1	R3 500,00	R3 500,00
Repositioning of aircon unit	1	R2 500,00	R2 500,00
Canteen			
Syngria aluminium square tables	3	R2 050,00	R6 150,00
Aluminium café chairs	12	R750,00	R9 000,00
Kitchennette	1	R19 855,00	R19 855,00
Staff pause area			
2 500 x 3 000 mm corner couch	1	R21 350,00	R21 350,00
6 seater rectangular desk	1	R4 200,00	R4 200,00
Play chair col: white and blue	6	R750,00	R4 500,00
Sub-total			R265 023,00
15% VAT			R39 753,45
Total			R304 776,45

IT equipment for GBVCC social workers

Vodacom was selected to procure computer equipment on a once-off basis, as well as to provide fixed monthly data bundles to the GBVCC. This selection was based on Vodacom's existing partnership with GBVCC as its technology provider. A once-off payment was made directly to NICDAM on the basis of pre-agreed pricing provided by Vodacom.

The required IT equipment comprised:

- 30 laptops and 30 3G dongles;
- 20 tablets, including SIM cards; and
- Monthly data bundle for 12 months (data amount determined on budget availability).

The purchase order was placed during August 2020 and delivery was received on 24 November 2020, with handover to National DSD subsequently finalised.

Vodacom pro-forma invoice delivered to NICDAM 14/10/2020

DESCRIPTION	AMOUNT	VAT	TOTAL INCL VAT
Laptop Build (Dell 5300 x 28)	1	R185 777,65	R185 777,65
Latitude Build (Dell Latitude 7410 x 2)	R71 954	R10 793	R82 747
Tablet (ALCATEL 3T 10 4G Black x 20)	R51 180	R7 677	R58 857
LTE Dongles (Huawei K5161 x 30)	R18 870	R2 805	R21 701
Subscription SIM only @ R129 PM on 5GB data price plan top up x 50 (12 months)	R67 304	R10 096	R77 400
GRAND TOTAL	R874 636	R131 260	R946 975

Challenges

Due to the sensitivity and nature of the GBV training programmes, face-to-face training was essential. This was complicated by COVID-19 safety restrictions, which had to be implemented carefully at the training venues.

Recruiting new social workers during this period also proved complicated given that the selection process had to take place virtually.

The training programme had to be developed specifically for the particular requirements of the GBVCC. This took time, as did acquiring approval and registration with the SACSSP, which was required for the CPD certificates.

Other challenges included the delay caused by the collapse of the new GBVCC ceiling and the late delivery of IT equipment by Vodacom.

Successes

A key success of this project was the timely completion of the construction of the GBVCC ahead of the official launch. The opening of the GBVCC had already been delayed since December 2019. The gala event was of a high profile, even though it occurred virtually. The event was also covered across South African television services and by various media.

Another important success is the strengthening of the capacity of GBVCC staff that stemmed from the appointment of supervisors. This relieved the pressure that existing staff faced in dealing with an increased demand for GBV-related support due to the COVID-19 pandemic.

Impact of the project

The project fast-tracked the expansion of the number of qualified GBV social workers in the sector, in this way helping to address the increased need for GBV-related support. The trained social workers have been integrated into the DSD in the respective provinces.

The fact that NICDAM trained almost double the contracted number of social workers within the allocated budget has supported service delivery, especially in the provinces of Mpumalanga and KwaZulu-Natal.

GBVCC staff have indicated that the design and layout of the new premises, along with features like the rest areas, the kitchen and recovery room, enhance the quality of their work. The new working environment is described as more conducive to rendering trauma support.

THUTHUZELA CARE CENTRES UPDATE



Objective

To support the Thuthuzela Care Centres (TCCs) through the provision of the requisite PPE for the care of rape victims in hospitals nationally.



The need

TCCs are on the frontline of the fight against GBV, providing essential care and support to the vulnerable. Working in close proximity with victims, however, means that they require additional medical supplies, including PPE. The Fund worked with the National Department of Health (DoH) to provide flexible funding to TCCs. This was intended to enable the rapid procurement of critical medical supplies to benefit GBV victims, resulting in improved capacity and the ability of TCCs to process requests for assistance during the COVID-19 pandemic.



The solution

ACTIVITIES	PREDICTED OUTCOMES
Procuring and distributing critical PPE (such as masks, gloves and hand sanitiser) to 55 TCCs from June 2020 to March 2021 via the NPA.	Improved capacity and ability of shelters to meet safe shelter needs of GBV victims during COVID-19. Improved capacity to accommodate shelter and quarantine needs of GBV victims, including those suspected to have COVID-19. Improved ability of TCCs to process requests for assistance during COVID-19.

Project to run until the end of March 2021.



Execution partners

Gift of the Givers was selected by the Solidarity Fund through its pro bono implementation partner, Tshikululu, to procure and deliver PPE to the National Prosecuting Authority (NPA). The selection process began by identifying key players in the sector with reasonable PPE pricing guidelines. Gift of the Givers was selected based on a combination of price, ability to deliver under tight deadlines, and availability of the PPE required. Gift of the Givers was approached to apply and, once they did, Tshikululu conducted a due diligence process following the Fund's vetting process.

The following criteria was used to conduct due diligence:

1. Relevant expertise, including a track record in working with other GBV partners. The NSMSA had already been using Gift of the Givers for COVID-19 testing of victims at their shelters.
2. Relevance of the proposed approach to be followed, reasonable assumptions and timelines. Gift of the Givers promised a 48-hour turnaround time.



Summary of commitments and disbursements

ALLOCATED TO GIFT OF THE GIVERS AND NPA	DISBURSED
R2 451 656	R2 451 656

Delivery was made on 21 September 2020, with Mr Sonnyboy Manzini accepting delivery on behalf of the NPA at the head office in Pretoria. From there, the NPA arranged delivery to the individual TCCs across the country. This delivery was executed during October 2020.



Gift of the Givers delivering PPE at the NPA Head Office, with Mr Sonnyboy Manzini accepting delivery on behalf of the NPA.

Delivered by Gift of the Givers on 21 September 2020

QUANTITY	ITEM	AMOUNT
28 Boxes	85 000 KN95 masks	R1 190 000
34 Boxes	85 000 3-ply masks	R425 000
150 Boxes	330 x 5l sanitisers	R72 000
4 Boxes	2 000 visors	R70 000
75 Boxes	1 500 x 100 gloves	R247 500
	VAT	R300 675
	Admin and transport	R146 481
	TOTAL	R2 451 656

Distributed by NPA to TCC's in October 2020

SANITISERS	PACKETS OF 3-PLY MASKS	VISORS	PACKETS OF GLOVES	PACKETS OF KN95 MASKS	THUTHUZELA CARE CENTRES
4 x 5 litres	20 Packets 3-ply mask	10 visors	10 Packets	20 KN95 mask	Western Cape (5 TCCs)
4 x 5 litres	20 Packets 3-ply mask	10 Visors	10 Packets	20 KN95 mask	Eastern Cape (10 TCCs)
4 x 5 litres	20 Packets 3-ply mask	10 Visors	10 Packets	20 kn95 mask	Gauteng (7 TCCs)
4 x 5 litres	20 Packets 3-ply mask	10 Visors	10 Packets	20KN95 mask	KwaZulu-Natal (8 TCCs)
2 x 5 litres	20 Packets 3-ply mask	10 Visors	10 Packets	20 KN95 mask	Limpopo (7 TCCs)
2 x 5 litres	20 Packets 3-ply mask	10 Visors	10 Packets	20 KN95 mask	Free State (4 TCCs)
2 X 5 litres	20 Packets 3-ply mask	10 Visors	10 Packets	20 KN95 mask	North West (5 TCCs)
2 x 5 litres	20 Packets 3-ply mask	10 Visors	10 Packets	20 KN95 mask	Northern Cape (4 TCCs)
2 x 5 litres	20 Packets 3-ply mask	10 Visors	10 Packets	20 KN95 mask	Mpumalanga (5 TCCs)

The challenges

Getting the correct paperwork agreed to and signed off took more time than originally planned – particularly the finalising of the memorandum of understanding (MoU) between the Fund and the NPA. This MoU needed to be in place before the Fund could begin working with the Gift of the Givers.

COMMUNICATIONS UPDATE



Objective

Supporting communications efforts to provide critical information to GBV victims.



The need

Despite the obvious need for support for GBV victims, there is a shortage of relevant and useful information as to where they can access help. During lockdown, victims were often confined to the same home with their abusers, and lacked access to individuals and/or resources that could provide them with information and counsel.



The solution

Create a coordinated and extensive communication plan aimed at informing and educating audiences across numerous target markets.

ACTIVITIES	PREDICTED OUTCOMES
Implement a communications campaign to increase targeted messages with critical information about the services available at the national GBVCC and its affiliates at shelters, as well as other critical GBV services.	Increased awareness of the Fund's rapid-response role in GBV; services and support available at GBV organisations that have received support from the Fund, as well as health and safety protocols implemented at the relevant organisations.
Provide clear messages about health and safety practices for staff and persons affected by GBV at these organisations.	Equipping survivors and potential victims of GBV with information of where they can access immediate help; whether it be a need for shelter, legal, paralegal or psycho-social services.



Execution partners

Black Circle Communications was chosen after an assessment of seven candidate agencies. The shortlist also included Tutone Communications and The Allure Group. These agencies went through an interview/pitching process with Humanitarian Stream Lead, Wendy Tlou, and the Tshikululu team.

The criteria included a proven track record of successful GBV communications and the ability to reach wide and diverse audiences. After those criteria were satisfied, a due diligence process was undertaken by Tshikululu. Black Circle Communications was chosen for the clarity of their pitch in meeting the objectives of the initiative.

Black Circle Communications is a 100% black-female-owned integrated marketing and communications agency that specialises in services such as public and media relations, marketing and communications strategy, design, stakeholder relations, activations and brand-marketing services. They also have experience in crafting GBV communications.



Allocation adjustment

Given that GBV-related cases skyrocketed as the country went into lockdown, the Solidarity Fund identified the need for a national awareness campaign – among other interventions – to put a spotlight on the scourge of GBV.

An original amount of R1 294 800 was allocated, but to enable the Fund to communicate with greater reach and impact, an additional amount was approved. This was recommended following a presentation to the BrandComms SteerCo of the original plan.

The new recommendation was tabled at ExCo and approved. It was sent to the executive disbursement committee for final approval and was noted at the board disbursement committee.

The communications plan allocation thus changed from R1 294 800 to R4 034 576.



Summary of commitments and disbursements

ALLOCATED	DISBURSED
R4 034 576	R 4 034 572

The main and stated objective of the communications plan was to equip survivors and potential victims of GBV with information on where they could access immediate help – whether it be a need for shelter, or for legal, paralegal or psycho-social services.

The GBV campaign kicked off on 15 November 2020 and will run until 15 May 2021. The campaign made use of four primary platforms: radio, print, digital and social media. Due to its national footprint, the campaign also made use of five of the SABC's African-language stations so that the messaging could reach as many people as possible.

Communication objective

To highlight the work of the Fund in the area of GBV, as one of the chosen areas of focus. Furthermore, the campaign was aimed at making use of broadcast, print, digital and social media – including leveraging influential voices – to create awareness around the services offered by funded organisations. This was also intended to amplify GBV-prevention messaging, so that it becomes part of the national narrative.

Positioning

The campaign positions the Solidarity Fund as an *enabler* to organisations that help victims and survivors of the GBV scourge. The Fund is also positioned as an advocate towards the eradication of GBV. Beneficiary organisations, including the ones who will receive funding in the GBV 2 intervention, are positioned as ready, available and accessible to those who need their assistance.

Target market

- Victims/survivors of GBV
- Those at risk of becoming victims of GBV
- Families and friends of GBV victims
- The South African citizenry at large

Key languages

- English
- Afrikaans
- isiZulu
- SeSotho
- XiTsonga
- TshiVenda

Communications plan

	PRINT	RADIO	SOCIAL MEDIA
Strategic objectives	<p>Share information about the shelters and organisations to which the Solidarity Fund has disbursed funds.</p> <p>Publish human-interest stories of GBV survivors and the impact of the intervention.</p> <p>Mainstream the national GBV Command Centre's helpline number.</p> <p>Publish opinion pieces and research findings on GBV.</p>	<p>Broadcast human interest stories of GBV survivors and the impact that the interventions have had.</p> <p>Create awareness of the national GBV Command Centre's helpline number.</p> <p>Provide a space where the Fund can speak about the work and commitment to fighting GBV.</p> <p>Highlight the work of organisations and activists who are active in the GBV ecosystem.</p>	<p>Drive messaging that GBV is unacceptable and everyone must play a part in fighting it.</p> <p>Share details of the shelters and NGOs that are beneficiaries of the Fund.</p> <p>Popularise the national GBV Command Centre's helpline.</p> <p>Utilise influential activist voices with large followings on social media to make fighting GBV part of the regular conversation.</p>
Communication channels	<p>Media 24:</p> <ul style="list-style-type: none"> • City Press • Beeld • Daily Sun • News 24 • Netwerk 24 <p>Independent Media Group:</p> <ul style="list-style-type: none"> • The Star • Pretoria News • Sunday Independent • IOL <p>Arena Media Holdings:</p> <ul style="list-style-type: none"> • Sunday Times (Digital) • TimesLive • SowetanLive 	<p>SAFM – Life Happens with Phemelo Motene (relationship feature)</p> <p>SABC African-language stations (Public service announcements)</p> <ul style="list-style-type: none"> • Munghana Lonene FM (XiTsonga) • Phalaphala FM (TshiVenda) 	<p>Twitter</p> <p>Facebook</p>

Budget

ITEM	CATEGORY	COST
Radio partnerships (SAFM, R2000, Kaya FM, SABC)	Radio partner	R1 300 000
Influential voices	Social media	R660 000
Print-media partnerships	Print partner	R2 000 000
Production (PSA)	Radio	R195 000
Collateral production	Shelters	R347 500
Admin fees @ 4%	Black Circle Communications	R180 080
Less first tranche disbursement		R648 000
	FINAL	R4 034 580

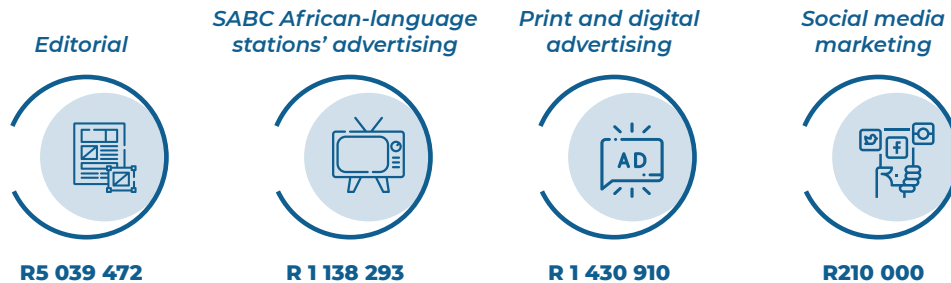
Reach

MEDIA PARTNER	TOTAL REACH
MEDIA 24	
Press	
City Press Print	4 656 000
Daily Sun Print	7 197 000
Beeld Print	1 212 000
Digital	
City Press Web & Mobile App users	7 407 080 UBs
Daily Sun Web & Mobile App	5 694 312 UBs
News 24	51 368 414 UBs
Social Media	
City Press Facebook	1 263 316
City Press Twitter	12 782 060
Daily Sun Facebook	19 245 330
Netwerk 24 Facebook	2 068 950
SABC	
Radia	
SAFM Life Happens With Phemelo Motene	4 992 000
uKhozi FM	*
Munghana Lonene	*
RSG	*
Phalaphala FM	*
Motsweding FM	*
ARENA MEDIA HOLDINGS	
Digital	
TimesLive	11 994 344 UBs
SowetanLive	37 992 756 UBs
Sunday Times Digital	25 563 636 UBs
INDEPENDENT MEDIA	
Press	
The Star	3 984 000
Sunday Independent	2 718 000
Pretoria News	1 328 000

**Due to internal challenges at the SABC, there has been a delay in getting final figures. These will be updated when they become available.*

Impact to date

The GBV campaign launched on 15 November 2020 and is scheduled to end on 15 May 2021, lasting six months in total. At the half-way mark (15 February 2021), the value of the investment is already apparent. After only 3 months of the campaign, the total media value garnered was calculated at R7 818 675, already surpassing the value of the spend of R4 034 572 allocated by the Fund.



Challenges

The communication element of the project was delayed as a result of the late onboarding of Black Circle Communications, who offered their services pro bono. Following the finalisation of the contracting and due diligence process, Black Circle commenced implementation of the communications plan.

OVERALL CHALLENGES OF THE GBV 1 INTERVENTION: SUMMARY

The urgency created by the dramatic increase in GBV incidents was one of this intervention's greatest challenges, as it meant that there was little time to coordinate many moving parts to help manage the rise in GBV. Despite this, rigorous due diligence processes were carried out to ensure that the allocation of the funding would allow for maximum impact.

The rapid assessment, and the subsequent report, was completed in five to six working days. Despite these tight timeframes, a swathe of GBV stakeholders were consulted. Meaningful and catalytic investment opportunities were identified to help meet the immediate and critical needs of GBV victims in South Africa. The creation and approval of budgets, identification of beneficiaries and actioning of the recommendations all had to occur quickly, while adhering to strict vetting processes, compliance standards and transparency.

The regulatory environment, as shaped by the different stages of lockdown, added another layer of complexity. Having agreements finalised and signed, particularly by government, was time consuming and complicated due to the realities of the work-from-home shift, as well as restrictions on movement and face-to-face collaboration. Procuring third-party costings and subsequent delivery also proved difficult, as many companies were operating under extreme restrictions and were only able to use skeleton staff. The procurement of imported goods, such as laptops, required long lead times due to trade regulations.

As lockdown restrictions eased, the speed of progress improved and projects could be completed, with the impact felt across the country.

IMPLEMENTATION PARTNERS

The successful implementation of the Solidarity Fund's programmes and interventions necessitates partnering with the right organisations.

Global Health Strategies

Global Health Strategies (GHS) was approached to conduct the necessary research for the project; facilitate the required stakeholder engagement; develop the project plan and craft the requisite budgets. They were initially involved through the Bill & Melinda Gates Foundation, but were later commissioned by the Fund to see the project through.

GHS uses advocacy, communications and policy analysis to power campaigns that improve health and wellbeing around the world. They work across some of the world's most dynamic regions to enable policy innovations, mobilise resources and build political will, engaging global and local audiences along the way to drive change.

Tshikululu Social Investments

The Solidarity Fund initially approached Tshikululu to provide pro bono services around the first phase of food relief, as well as helping to build out the Fund's impact framework. When the GBV Intervention 1 was ready for implementation, they engaged with the identified beneficiaries and partners (e.g. the national GBVCC, NSMSA, NPA and DSD) to conclude the necessary contracting agreements (e.g. grant agreements, service-level agreements and MoUs). They are also responsible for overseeing the implementation and monitoring of each approved grant, which involves receiving reports, analysing data and compiling the necessary reporting. To execute the GBV initiatives, Tshikululu approached a number of partners who were assessed and vetted. The chosen partners include NICDAM, the NPA and Gift of the Givers.

Tshikululu is a social investment fund manager and advisor, working alongside investors and other development partners to maximise the power of social investment. As agents of social change, they partner with clients throughout South Africa to realise their social investment goals.

NEXT STEPS

Given ongoing need in the context of the scourge of GBV amid COVID-19, further funding was approved and allocated for a second phase, which has already been launched. An amount of R75 million will go towards supporting community-based organisations (CBOs) and systemic organisations. This will enable these entities to continue providing critical services to vulnerable men, women and children across South Africa. A call for applications was put out in November 2020. Since then, 324 CBOs and 11 systemic organisations have been approved to receive funding. This funding aims to support the national effort to mitigate the effects of COVID-19, and ensure that services related to GBV prevention, response and access to justice are available to those who need them the most.